



Surewerx – Welding Warranty Claim Information

For clarity purposes, please type directly on the form, and attach Proof of Purchase

Customer Name

Date Purchase

Customer Address

Where Purchased

Customer City/State/Zip

Lot No. / Serial No. (found inside cover plate)

Customer Email

Product Name

Customer Phone #

Product Sku #

Description of Problem (Describe welding process and amperage range being used):

Has Customer Attempted all troubleshooting methods listed below? Yes No

- **Adjust Sensitivity and delay**
(turn all the way up on BH3 & SmarTIGer to start, turn to 0 for all other models; if issues persist, try adjusting Sensitivity and delay on helmet at a 2:1 ratio)
- **Replace External & Internal Safety plates**
- **Replace batteries**
- **Check and clear helmet sensors from slag**
- **On Solar Helmets, Store helmet in brightly lit place, face sun outdoors 2-4 hours**

If problems still persist after troubleshooting, submit this form to Claims.usa@surewerx.com. Customer will be notified when replacement product is being sent. We ask that customer submits any faulty product to our headquarters for further evaluation:

Attn: Quality Assurance, 300 Corporate Ave, Elgin IL, 60123